



**NOTICE TO HEALTH PLAN MEMBER WHO MAY NO LONGER ENROLL (EXCLUDED)
AND WILL NOW BE NC MEDICAID DIRECT**
NC Medicaid 20190925 v1.0

Patricia A. Jones
1234 Any Main St
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

You are now in NC Medicaid Direct

The people below will get health care services through NC Medicaid Direct starting on the date listed. This change is because Patricia A. Jones is [\[reason\]](#).

Name / ID Number	Health Care Services / Start Date
Patricia A. Jones 123-45-6789	NC Medicaid Direct February 1, 2020

Due to this change, you cannot choose a health plan through NC Medicaid Managed Care.

What happens next?

You will get a new ID card and details in the mail. Use the plan you are in now until your NC Medicaid Direct starts. If you need to see a doctor before you get your new ID card, bring this letter with you to your visit.

What may change?

You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose an NC Medicaid Managed Care plan. To learn more, call **1-888-245-0179**. We can also tell you about community services you may be able to get.

More on back ►

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To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,

NC Medicaid Team

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